

## **4021 - METERED SERVICES SUPERVISOR**

### **NATURE OF WORK**

This is responsible, skilled, technical work supervising employees involved in reading, testing, and repairing water meters, appurtenances, and installations; resolving water service complaints; and monitoring water quality.

### **ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES**

Assigns crews to work sites, matching complexity of work to skills of crew members.

Assigns job tasks to members of the meter shop staff.

On unusual or large jobs, assists crew in starting work and checks job at completion.

Trains employees in new practices and accepted industry practices and methods.

Performs or assists subordinates in performing unusual or difficult work.

Prepares, maintains, and evaluates employee and equipment operations and performance records and reports.

Analyzes unusual water billings, quality problems, and flow test results to identify problems and resolve them.

Approves water and sewer billing adjustments and deviations from standard procedures as appropriate.

Investigates and resolves indications and complaints from water service recipients, such as abnormal water usage, meter malfunctions, water quality, and overcharges on water bills; composes written responses to complaints and requests.

Files computer reports daily on: construction, services requests, notice deliveries, water quality, referrals, billing adjustment.

Prepares and files daily and monthly personnel evaluation and procedures reports.

Establishes and enforces safety standards and safe operating procedures.

Counsels employees and performs other necessary personnel and administrative tasks.

Performs related work as required.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Thorough knowledge of local geography, roadways, and jurisdictional boundaries.

Thorough knowledge of water distribution systems, including, but not limited to, reading, testing, and repairing water meters, appurtenances, and installations; resolving water service complaints; monitoring water quality; and of the appropriate methods and procedures.

Thorough knowledge of all facets of water quality testing and quality controls.

Thorough knowledge of applicable federal, state, and local laws, ordinances, regulations, and guidelines;

and City and department policies and procedures.

Thorough knowledge of job-related hazards, dangers, and safety standards and procedures. Considerable knowledge of the appropriate tools, materials, machinery, equipment; and considerable skill in their use.

Ability to plan, organize, and supervise the work of skilled, semi-skilled, and unskilled employees involved in a variety of tasks in a manner which promotes high morale and effective performance.

Ability to evaluate the performance of employees, equipment, and operations.

Ability to analyze information from a variety of sources, assess a situation, use sound judgment in drawing valid conclusions, and take appropriate actions in situations which may involve the health and safety of citizens.

Ability to understand, retain, apply, and instruct others in detailed complex and technical written, verbal, and demonstrated procedures, information, and regulations as applied to a variety of functions and situations.

Ability to effectively prioritize duties when dealing simultaneously with numerous functions. Ability to prepare and maintain accurate, detailed, and comprehensive written, verbal, and computerized records and reports, analyses of statistical data, procedures, and training materials.

Ability to research and verify information and resolve discrepancies.

Ability to maintain effective working relations with other employees, other agencies, and the general public.

Ability to make shop and field repairs of all water meters used by the City.

Ability to schedule work and insure meeting constant deadlines for work completion.

## **MINIMUM REQUIREMENTS**

Employed by the City for the past eighteen (18) months.

Two (2) years experience in water meter reading.

One (1) year experience in water meter maintenance and repair.

One (1) year experience in water quality control monitoring.

Certified as a Back Flow Prevention Device Technician.

Obtain Class "C" Water Distribution Operator certification within six (6) months of appointment.

## **PHYSICAL REQUIREMENTS**

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine. Continuous walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, sitting, standing, pushing, and pulling. Ability to lift up to 65 pounds.

## **SUPERVISION RECEIVED**

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General and specific assignments are received and performed according to established procedures. Work is performed with little direct supervision and with latitude for the use of independent judgment in determining work methods, assignments, and priorities. Work is subject to review through observation, consultation, and reports for achievement of desired goals and objectives.

### **SUPERVISION EXERCISED**

Plans, organized, evaluates, and supervises the work of skilled, semiskilled, and unskilled personnel involved in performing a variety of functions.

Rev. 1/96 (minimum req.)